



COMMUNICATIONS TOOLKIT:

DELAWARE MEDICAID ELEGIBILITY RENEWALS RESTART APRIL 1, 2023

BRIEF CALL SCRIPT

If you have Medicaid health insurance, you'll need to renew your coverage soon. Look for information in the mail with steps you need to take to keep your health insurance. Please make sure we have your updated mailing address, email and phone numbers so we can reach you and prevent disruption in your coverage.

No longer eligible for Medicaid? You may be able to get low-cost health insurance—and financial assistance for it—through the Delaware Health Insurance Marketplace. Visit ChooseHealthDE.com or contact a Marketplace Navigator at Westside Family Health Care or Quality Insights to learn more.

Is your child no longer eligible for Medicaid? You may be able to get low-cost health insurance for your child—and financial assistance for it—through the Delaware Healthy Children Program. Call 1-800-996-9969.

If you have questions about your benefits, call **1-866-843-7212** (Monday through Friday, 8:00 AM to 4:30 PM). Learn more at de.gov/medicaidrenewals.

NEWSLETTER COPY

Due to federal COVID-19 relief efforts, Delaware and other states were able to continue Medicaid and Children's Health Insurance Program (CHIP) coverage for most people even if they no longer met eligibility requirements. Congress passed the Consolidated Appropriations Act of 2023 set April 1, 2023 as the end of continuous coverage for Medicaid. **After April 1, 2023, Delaware Medicaid will return to normal eligibility processes. This means that all Medicaid recipients must complete an annual renewal to see if they are still eligible for coverage.** Medicaid recipients should watch for their renewal and complete it as soon as they can to avoid a loss of coverage.

Right now, the most important thing Medicaid members can do is to make sure their contact information is up to date. Members are strongly encouraged to report any changes to Delaware's Medicaid Change Report Center at 302-577-4900, option 2.

The Delaware Department of Health and Social Services (DHSS) is working hard to make sure that Delawareans can get coverage either through Medicaid, the Delaware Healthy Children Program, or affordable coverage available through the Health Insurance Marketplace.

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DELAWARE HEALTH AND SOCIAL SERVICES

Division of Medicaid & Medical Assistance

SOCIAL MEDIA MESSAGES

Update Your Contact Information

Facebook: ATTENTION DELAWARE MEDICAID PARTICIPANTS: Make sure your contact info is up to date. Contact the Change Report Center at (302) 571-4900, Option 2 or go to the ASSIST Self Service Portal at assist.dhss.delaware.gov/.

Twitter & Instagram: ATTENTION DELAWARE #MEDICAID PARTICIPANTS: Make sure your contact info is up to date. Contact the Change Report Center at (302) 571-4900, Option 2 or go to the ASSIST Self Service Portal at assist.dhss.delaware.gov/.

Medicaid Renewals Resume April 1

Facebook: Medicaid Renewals return April 1, 2023. Visit de.gov/medicaidrenewals to stay up to date and learn what you need to do to prepare.

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